

Subject Best Practice: Towing for AWD Sienna and RAV4		Market USA
Service Category Drivetrain	Section Axle/Differential	
Applicability 2014-17 MY Sienna 2016-18 MY RAV4		

APPLICABLE VEHICLES

2014-2017	Sienna	2016-2018	RAV4
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CONDITION

Some AWD 2014 - 2017 model year Sienna and 2016 - 2018 model year RAV4 customers may experience an abnormal noise from rear coupling unit while driving. This condition can be caused by utilizing an improper towing method when transporting vehicles.

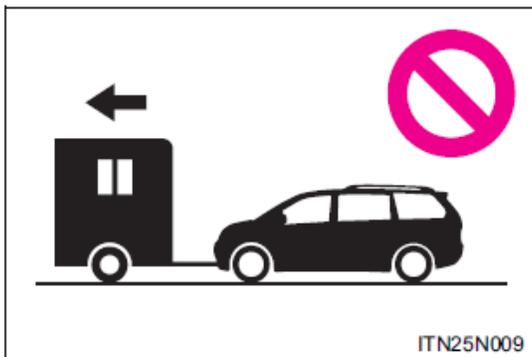
RECOMMENDATIONS

Per vehicle Owner’s Manual, these AWD vehicles must be transported on flatbed to prevent rear wheel rotation without driveshaft input. Towing in a prohibited manner, may cause coupling damage leading to an abnormal noise. If investigating a customer complaint with this concern, confirm if the vehicle had been recently towed.

Please communicate with service department when transporting stranded vehicles to utilize flatbed towing only.

Please refer to the owner’s manual.

To avoid serious damage to your vehicle



Do not tow your vehicle with four wheels on the ground.

Subject

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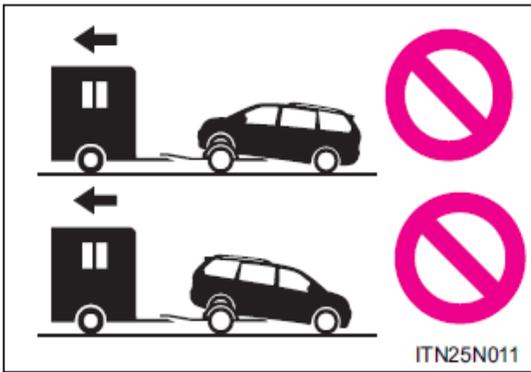
Market

USA

Applicability

RECOMMENDATIONS

■ To prevent causing serious damage to the transaxle and Active Torque Control 4WD system (AWD models)



AWD models: Never tow this vehicle with any of the wheels on the ground. This may cause serious damage to the transaxle and Active Torque Control 4WD system.

LINK REFERENCES

1. [Sienna owner's manual](#)
2. [RAV4 owner's manual](#)